

## INTERCOMPANY SERVICES COORDINATION PLAN ORDER STATUS, CONTROL AND REPORTING (OSCAR) PROCEDURES

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### 1. GENERAL

1.01 This section of the Intercompany Services Coordination (ISC) Plan provides a means of monitoring and tracking Universal Service Order (USO) activity. It also provides a measurement plan to determine the effectiveness of ISC efforts.

1.02 This section replaces Issue 3. Since this is a general revision, arrows ordinarily used to indicate changes have been omitted. Definitions

of names, terms, abbreviations, and field identifiers are given in Section 010-520-100.

1.03 These Order Status, Control and Reporting (OSCAR) procedures provide management with relevant, timely, and sufficiently detailed data to execute management control responsibilities. The early-warning concept in OSCAR procedures enables corrective action to be taken early enough to ensure on time completion of the customers' services.

1.04 OSCAR procedures describe the order tracking functions (critical dates) and compare scheduled critical report dates for those functions with the dates the functions were actually completed. This comparison provides part of the data for the ISC results summary.

1.05 OSCAR procedures produce reports on order activities to enable management to identify weak points in the workflow. OSCAR is not a guide for determining overall intervals.

1.06 OSCAR procedures require positive reporting to recognize and avoid potential problems in meeting service dates. Since it clearly would be uneconomical to positively report all critical dates, a minimum number of major work functions have been selected for positive reporting.

1.07 OSCAR procedures require each ISC Area to accept, execute, and report its work functions required in the implementation of its segments or portions of a service order, regardless of control or local control assignments.

1.08 For purposes of ISC reporting, a work day (critical date) is considered to be the normal business day (8A-5P).

### 2. PURPOSES AND OBJECTIVES

2.01 The purposes of OSCAR are to provide standard status, control, and reporting

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procedures that will furnish management with timely information on the status of special service orders. OSCAR will enable management to determine when a scheduled service order activity is in jeopardy in sufficient time to initiate corrective actions.

**2.02 Specific purposes and objectives are to:**

- (a) Maintain a status file on all ISC orders,
- (b) Select and monitor dates in the life of an order that are critical for meeting a due date,
- (c) Report positively on jeopardy situations and critical report date completions,
- (d) Detects and identify jeopardy conditions.  
As an optional feature, jeopardy codes may be used on intermediate critical reporting dates for analysis. Jeopardy codes (department work group responsible) must be used for missed due dates. Optional in both cases are reason codes. A list of codes is included in Attachment I.
- (e) Provide current status reports on individual orders,
- (f) Produce daily reports as required, such as:
  - (1) Functions due tomorrow.
  - (2) Jeopardy lists by critical report dates.
  - (3) Orders reported completed yesterday.
  - (4) Cancellations received yesterday.
- (g) Produce a company monthly performance report for inclusion in the System "ISC Performance Summary" and for Areas, Divisions and Districts as required locally.
- (h) Provide on-demand reports such as:
  - (1) Individual order status.
  - (2) Orders issued by control character and/or date.
  - (3) Future work functions by dates.

- (i) Maintain Bell System ISC due date performance at a high level.
- (j) Provide a means for indicating the group responsible for missed due dates. The means can also be used to indicate the group responsible for other missed critical dates as required locally.

**Note:** Specifications of reports are detailed in Part 7 of this section.

**3. FUNCTIONAL FLOW AND DESCRIPTION**

**3.01** Figure 1 illustrates the basic functions of OSCAR. The required functions remain the same whether manual procedures, computer-assisted procedures with shared-time computers, or dedicated computer systems are used.

**3.02** The initial order information to OSCAR will be reported by the designated RRO in the Marketing, Sales, Business office.

**3.03** A record for all orders is established. This record provides the basis for monitoring and reporting.

**3.04** The schedule of critical dates on a USO is determined by interval guide procedures described in Section 010-520-104.

**3.05** Subsequent record updates are in one of the following categories:

- (a) correction order,
- (b) critical report date completion,
- (c) manual jeopardy report,
- (d) automatic jeopardy report,
- (e) jeopardy clearance,
- (f) change CKLs (add, move, delete, cancel, etc.).

**3.06** Critical report date information is validated and compared to the scheduled critical report dates. Completion dates which are later than scheduled dates will result in a jeopardy report.

**3.07** Records are searched daily for scheduled dates that have not been satisfactorily

reported, or reported as being in jeopardy. Either circumstance will cause a jeopardy report to be issued and be tabulated for summary report purposes.

3.08 Designated RROs are responsible for reporting to OSCAR on critical report dates.

3.09 An RRO clears jeopardy conditions as discussed in 4.08.

3.10 Each involved RRO will receive a daily list of jeopardies for which it is responsible to resolve and report completion information. In the case of SID jeopardies, no additional report is possible or required.

3.11 Each Engineering, Plant and B-IR RRO will receive a daily Functions Due Tomorrow report listing those critical report dates which are scheduled for reporting on the next working day. (In addition, the list provided the Plant RRO will include PTD and DD Functions Due Tomorrow. The list provided the Engineering RRO will include the AD Functions Due Tomorrow.

3.12 Other input and output features of OSCAR are listed and described in Part 7 of this section.

#### 4. REQUIREMENTS

4.01 OSCAR procedures are intended to be used for all ISC orders as stated in 2.02(a). This includes orders issued to move, change, rearrange, and disconnect services. However, ISC orders that indicate "MEASURED", should be identified with a control character so that only those orders (CKLs) are included in the ISC Performance Summary.

4.02 In order to provide the necessary outputs, the following input information is required.

##### Initial Input Information

- (a) ISC number (including latest correction designation).
- (b) Action code used to denote type of order.
- (c) Circuit identification.
- (d) Customer name.

(e) APP, SID, AD, RID, DVA, PTD, DD (See note).

(f) Originator (this will be identified in the first four numerics in the USO number).

(g) Plant Control Office.

(h) Engineering Control Office.

(i) Engineering and Plant RRO by CKL.

(j) A list of those offices which require OSCAR reports but which do not report to OSCAR. The specific reports required are to be listed if the office is not to receive them all.

(k) Control character(s).

(l) The date on which the USO was transmitted from the originating office.

**Note:** In the case of a Date to Follow (DTF) order the department responsible for furnishing a firm due date will be identified.

##### Subsequent Inputs

(a) RID completion report or jeopardy clearance.

(b) DVA completion report or jeopardy clearance.

(c) SRD completion report.

(d) Manual jeopardies on above critical report dates.

(e) Correction orders.

4.03 The designated RROs are required to make a positive completion report on RID, DVA and SRD.

4.04 The designated RRO must report on each CKL for each critical report date.

4.05 Each RRO must have the capability of reporting jeopardy information.

4.06 Jeopardy reports will be produced under the following conditions:

(a) If the scheduled critical report date has passed and there has been no report to

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indicate whether or not the scheduled critical report date has been met (automatic). Every effort should be made to eliminate this type of jeopardy.

- (b) If a critical report date has been reported in jeopardy and the jeopardy condition has not been cleared (manual).

**4.07** On an order with more than one critical report date in jeopardy, either the earliest date in jeopardy or all dates in jeopardy may be shown on daily jeopardy reports.

**4.08** A jeopardy can be cleared under the following conditions:

- (a) Work functions for that critical report date are completed and reported.
- (b) Action is taken to eliminate the cause of the delay by the RRO responsible for the jeopardy.
- (c) The next critical report date is met.

**4.09** Departmental requirements and responsibilities are listed in Part 5 of this section.

**4.10** Periodic and on-demand reports are described in Part 7 of this section.

## 5. ORGANIZATIONAL RESPONSIBILITIES

### INTERCOMPANY SERVICES COORDINATION (ISC)

**5.01** The Area ISC Team will be the responsible administrative group in each Company Area for the proper implementation, operation and administration of these procedures for all ISC orders.

**5.02** The ISC Team must always receive reports for all ISC orders in its territory. Team members will have access to all output reports as well as on demand reports. Upon receipt of jeopardy reports and lists of DTF orders that require follow-up action, ISC Team members will initiate action as specified in other ISC practices and locally established routines.

### MARKETING/SALES/BUSINESS OFFICE

**5.03** The Marketing Department's responsibilities in implementing USOs under the ISC Plan are presently covered in Section 010-520-135.

**5.04** It is recommended that the Area ISC Marketing Team member be responsible for the initial report preparation and report to OSCAR. However, it could be handled by some other force group if the Area so chooses and if it better adapts to that Area's procedures and organizational structure.

**5.05** A jeopardy condition will exist when the date the order was issued is later than the specified SID. The Marketing RRO will be scored with a late order issuance if SID is not met. Since the initial order input is the first indication OSCAR has of an order, the input will create a SID jeopardy and clear it at the same time. At local control locations, i.e., Company or Area ISC Teams which receive incoming USOs controlled by another ISC Team, the scoring is done in a manner similar to that in the control area except that the date the order is reissued is measured against the specified LID. (See 7.09.) The extra day for LID is included in the SID to EIRD interval.

**5.06** The Marketing RRO should initiate a jeopardy report for any critical report date any time a situation is encountered which will put the due date in jeopardy.

**5.07** When an order correction is issued, the required supplemental information should be immediately reported to OSCAR. In the event of a change in order requirements or in customer due date, supplemental information may require adjustment of some or all critical report dates and PTD. Critical dates which have been completed will count as a function worked even if that date is adjusted. For example, if RID has been completed and an order correction requires a new RID, the original RID is correctly scored as completed. The new RID offers a new opportunity and is scored accordingly.

**5.08** Marketing will be furnished a copy of output reports including a daily list of DTF orders on which follow-up action is required. Upon receipt of this list, action should be initiated to firm up the due date and furnish the information to the

originator. Firm dates must be furnished and received by all included prior to DVA.

## ENGINEERING

**5.09** The Engineering Department's responsibilities in implementing USOs under the ISC Plan are presently covered in Section 010-520-136. This practice expands those responsibilities to include RRO duties and requirements to report on RID.

**5.10** The Trunk Administration group is responsible to assign and/or reserve the required trunk-relays, etc, under their jurisdiction prior to the Assignment Date.

**5.11** To fulfill RID requirements, the Engineering RRO must enter the circuit record into the distribution system. If the circuit record is held for deferred distribution, the deferred date is considered to be the date it is entered into the distribution system.

**5.12** The RID must be positively answered on or before the RID or a jeopardy will be issued. RID completion requires an actual response even though the RID was missed. This response may include the engineer's initials and the date. The Engineering RRO should issue a jeopardy report any time a situation is detected whereby the due date may be in jeopardy due to inability to satisfy RID.

**5.13** Each Area will respond to its RID, even though the same USO may have CKLs in other Areas. A separate file will be kept in each Area. Services with CKLs involving two or more Areas will be handled in the same manner as those involving two or more Operating Companies as outlined in Section 010-520-136. The Engineering RRO will answer the RID function for the facilities and equipment controlled by that office.

**5.14** If the optional feature of using jeopardy codes (2.02) is not used, a file or log of RID jeopardy listings should be maintained at each Engineering RRO and a determination made for the reason of jeopardies. Inability to meet RID requirements may be caused by another company or department other than the Engineering RRO issuing or receiving a jeopardy report.

**5.15** A summary of engineering requirements to satisfy the plan is as follows:

(a) When the circuit record is entered into the distribution system, the Engineering RRO will positively report RID completion. This report will include USO number, CKL(s), date and may include the engineer's initials. If any of the engineering functions are performed in another department, it remains an engineering RRO responsibility to answer the RID.

(b) When any condition is recognized that would prevent meeting RID, the Engineering RRO is required to file a jeopardy report. This report will include the USO number, CKL, RRO identity, and may include the engineer's initials.

(c) When engineering is notified that the equipment supplier will be unable to provide equipment on a specified MOJ date, the Engineering RRO should report a DVA jeopardy.

(d) When a previous RID jeopardy condition is cleared, the Engineering RRO is required to update with a jeopardy clearance report. Information in this report will be essentially the same as contained in the RID completion report.

**5.16** The following reports will be made available to the Engineering RRO:

(a) A list of all AD and RID functions due tomorrow will be available to the Engineering RRO at the opening of business each day.

(b) A list of all RID jeopardies outstanding will be available to the Engineering RRO at the start of business each day. This list will indicate both old and new jeopardies on RID.

(c) A completion report will be furnished to each Engineering RRO daily. This list will show orders and CKLs completed in each area. This report may be used to update files, furnish information for division of revenue, etc.

## PLANT

**5.17** The Plant Department's responsibilities in implementing USOs under the ISC Plan are presently covered in Section 010-520-137. This practice expands those responsibilities to include RRO duties and requirements to report on the

DVA and DD(SRD). To execute these responsibilities it will require a high degree of cooperation of all the Plant forces involved with the implementation of special service orders. To comply with the positive reporting requirements, good communications must be established and maintained between the various Plant entities within a District or Area. These might include Serving Test Centers (STCs), Plant Service Centers (PSCs), centralized Plant Special Service Centers, various installer groups, plant assignment offices, testboards, frames, central offices, and Community Dial Office forces, etc.

**5.18** Plant will be responsible for positive reporting on DVA and DD (SRD). The reporting responsibility is the same whether or not the Plant RRO is functioning as Plant Control Office (PCO). Plant RRO assignment is discretionary with the individual area's organization structure. In all cases each CKL on an order will be assigned to a Plant RRO in each Company for positive follow-up and reporting to OSCAR.

**5.19** DVA and DD (SRD) are critical report dates on which Plant RROs are required to make positive reports. DVA enables Plant to begin installation activity on all segments or portions of the circuit within the area for which Plant is responsible. When DVA is reported complete or when DVA jeopardies are cleared, Plant accepts responsibility for completing the order. The purpose of SRD is to require Plant to positively report order completions. A completion report must be made not later than one working day after the DD shown on the order. This will allow time for Plant to report completions in the event actual DD completion is performed after normal business hours. When Plant fails to report within one working day after DD, a jeopardy will be issued indicating a missed DD on that order.

**5.20** To fulfill DVA requirements it will be necessary for each assigned Plant RRO to make a positive report to OSCAR. This may necessitate contacting other Plant work groups (within that RRO's jurisdiction) to collect the necessary information. Local procedures should be established to require positive reports from those groups to the RRO. The following items, if applicable, must be checked to justify a completed DVA.

- (a) ISC-USO or local USO received by all locations requiring it.

- (b) Circuit Design Information (Circuit Layout Records, Advance Circuit Orders Layout Information, etc.) received by all locations requiring it.

- (c) Assignment of local facilities verified.

- (d) Assignment of interoffice facilities verified.

- (e) Verify assignment of terminating equipment and/or status of related orders such as key equipment, PBX, or outside plant routine orders, etc.

- (f) Station and central office equipment on hand or received from supplier.

- (g) Plug-in equipment on hand or available.

- (h) Customer training available and/or scheduled (business services).

- (i) Independent Telephone Company ready.

This list should be expanded to include other plant functions as dictated by local routines. The items on the list requiring check-off for DVA will vary by the type of service and the type of order, ie, new install, inside move, rearrangements and changes, etc.

**5.21** Although PTD does not require a positive report to OSCAR, it is still a critical date and should be handled by Plant as specified in Section 010-520-137.

**5.22** PCO and RRO assignments must be provided with the initial input by Marketing RRO for all ISCorders. Plant is responsible for furnishing Marketing with current list of PCO and RROs in a satisfactory format so that Marketing can furnish this information on the initial input.

**5.23** USOs for implementing service wholly within an ICO are the responsibility of the B-IR representative of the Area involved. The Area B-IR representative will be responsible for certain Plant RRO functions on these services. This in no way alters the Plant RRO requirements for services terminating in or passing through their Area.

5.24 A summary of Plant RRO requirements to satisfy this plan is as follows:

(a) When Plant has everything required for the installation (per the check-off list in 5.21), each Plant RRO will report DVA completion or DVA jeopardy clearance. This report will include ISC number, CKLs, date, and RRO identify.

(b) When any condition is recognized that would prevent meeting DVA, PTD or DD, the Plant RRO is required to file a jeopardy report to OSCAR. This report will include the USO number, CKL(s), initials of originator and RRO identify.

(c) When a previous DVA jeopardy condition is cleared, the Plant RRO is required to file a jeopardy clearance report to OSCAR. Information in this report will be essentially the same as contained in the DVA completion report.

(d) When Plant has satisfactorily completed installation and prescribed testing of *its segment* of a circuit (CKL and facilities), the plant RRO will file an SRD completion report to OSCAR. A USO is reported completed on time by Plant RRO if the CKL it is responsible for is turned up for service by the DD or if the CKL is ready to be turned up for service by the DD (and is reported as such to the PCO), even though the entire service may not start on time because other CKLs and/or intermediate locations for which they are not responsible are not ready. In the case of a Plant Control Office (PCO) RRO *its segment* includes all intermediate offices and facilities.

(e) An order which does not have a specific time included as part of the DD would normally be scheduled to be worked in the normal business day.

(f) If the work is not completed by 5 PM on the DD and the customer agrees to provide work access, Plant may continue work until finished. If the work completion and segment or overall testing can be made by 11:59 PM, the CKL can be reported as completed on time. If the customer does not agree to provide work access or closes prior to 11:59 PM, the CKL will be scored as missed for Telephone Company reasons, not customer reasons.

(g) When the Plant RRO is requested by the customer to change the DD, the Plant RRO will inform the local control Plant ISC team member who must contact the ISC Marketing Control Team Member advising that a DD change has been requested. Marketing, after contacting the customer and confirming the request will issue a correction order with the new critical date information. A firm DD can only be changed for customer reasons. Customers cannot be requested to change the DD by the Telephone Company.

(h) When a DD is missed, Plant RRO will provide information to indicate which department/work group is responsible for the miss.

5.25 The following reports will be made available to Plant:

(a) A listing of DVA, PTD, and DD functions due tomorrow will be furnished to each Plant RRO at the opening of business each day. The list will reflect corrections, cancellation and date changes. This will give Plant all day to schedule and plan for meeting the actual dates.

(b) A list of all jeopardies outstanding will be available to the Plant RRO at the start of business each day. This list will indicate both old and new jeopardies on DVA and DD.

(c) A list of advance orders will be furnished to the appropriate Plant RRO. The Plant RRO will furnish Marketing with firm DD information on the orders for which Plant is responsible.

(d) A completion report will be furnished to each Plant RRO daily. This report will list all orders reported completed yesterday. This report may be used to clear files and initiate other completion procedures.

**Note:** If Plant fails to report completion on DVA and on SRD, a jeopardy will be indicated. The DD jeopardy will indicate a probable missed DD. SRD is provided in order to allow sufficient time for Plant to report. Automatic jeopardies should be analyzed and prompt action taken if late reporting is a problem.

If the optional feature of using jeopardy codes for PRD is not used, a file or log of jeopardy listings

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should be maintained at each Plant RRO and a determination made as to the reason for each jeopardy. A jeopardy code must be used on a missed DD jeopardy. Inability to meet DVA and DD may be caused by another company or department other than the Plant RRO issuing or receiving a jeopardy report.

### BUSINESS SERVICES

**5.26** The Business Services group responsibilities in implementing USOs under the ISC Plan are covered in Section 010-520-138. This section expands those responsibilities to include reporting requirements when customer instruction is required.

**5.27** A positive report is due from Business Services Control to the appropriate Plant RRO prior to the DVA confirming that the customer training material, if required, is available and that training is scheduled or completed.

**5.28** The Business Services Facilities Administration Group is responsible for providing assignment and cross-connection information for equipment in a PBX/CTX-CU prior to AD.

### BELL INDEPENDENT RELATIONS (B-IR)

**5.29** The B-IR organization responsibilities in implementing USOs under the ISC Plan are covered in Section 010-520-140. This practice expands and specifies those responsibilities to include RRO duties and requirements.

**5.30** B-IR will follow-up on DTF orders and obtain a firm due date commitment from the ICO. This information will be immediately forwarded to Marketing Control to enable them to issue a correction with firm due date information prior to DVA.

**5.31** B-IR will arrange the necessary engineering information from the ICO to enable the Engineering Department to complete engineering functions on or before AD.

**5.32** B-IR will arrange for DVA and PTD information from the ICO.

**5.33** B-IR will function as an RRO and receive those reports that are applicable to ICO orders.

**5.34** If any applicable critical dates cannot be met due to ICO reasons, a jeopardy report will be filed by B-IR. Upon receipt or issuance of a jeopardy report, B-IR will initiate action, as necessary, to clear the jeopardy condition.

**5.35** B-IR will report completion information to OSCAR for DVA and SRD on orders involving CKLs in ICO territory.

### WESTERN ELECTRIC COMPANY (WE)

**5.36** Under ISC Plan, it is the responsibility of WE to furnish station apparatus (including supplying and installing PBX and central office equipment) and any other supplies that are specified on requisitions relating to USOs so as to be received by the MOJ date. Detailed WE responsibilities will be found in Section 010-520-139 and Corporate Instruction (CI) 42.520.

**5.37** For the purpose of this plan, WE will not be required to report to OSCAR with status information. Reports produced using OSCAR procedures will be available to the WE ISC team member.

**5.38** If the MOJ date on the requisition cannot be met, (shown on the requisition as date material is to be on job) WE will issue a jeopardy report through the originator of the requisition as specified in (CI) 42.520.

### 6. ASSIGNMENT OF RESPONSIBILITY FOR MISSED DUE DATE

**6.01** As part of the overall assessment of ISC effectiveness, each missed DD will require assignment of responsibility to a department or work group. For analysis reasons, this assignment may also be made for the intermediate critical report dates if desired locally.

**6.02** The list of department/work groups, Responsibility for Missed Due Date, shown in Attachment 1 will be used. A suggested list, Reasons for Missed Functions, is also included in Attachment 1. The reason list may be used locally if desired.

**6.03** The Plant ISC member is responsible for determining the department/work group responsible for each missed DD. Often more than one department/work group contributes to a missed



DD. When this occurs, the one most responsible is selected. Only one department/work group can be charged per CKL and one must be charged for each CKL with a missed DD.

**6.04** Responsibility for the missed DD will be placed after a careful review of all known facts and agreement has been reached with the department/work group being charged. If agreement cannot be reached, the situation will be escalated through ISC channels. The OTC ISC Administrative Team will make the final decision if required. The decision must be made in sufficient time to include the results in the reporting period in which the miss was reported.

**6.05** An interval guide for most commonly ordered items/services is provided by ISC. These intervals have been selected to meet market needs economically. On rare occasions for unusual reasons, a shorter than calculated interval may be required. This is indicated when the USO is coded S after NCD (shorter than calculated). If one or more CKLs are missed on an order coded S and it is determined that the order could have been met in the normal interval, the negotiator shall be charged with the miss. The best method of determining that the order could have been met in the normal interval is to complete the order in that interval or sooner. The reason for this charging arrangement is not to eliminate Sales/Marketing flexibility but to insure that uneconomical intervals are kept to the required minimum.

**6.06** The responsible department/work group assignment is to be reported on Form E-5257-B. Only those departments responsible for ten percent or more of the missed CKLs need be shown. The remainder are grouped under "other". An example is shown in Table A.

## 7. REPORTS

**7.01** Table B shows the various inputs and the RROs. The first five input items are required to tabulate performance summary and provide information for the last three input items which are "on-demand" reports that may be requested.

**7.02** Reports available, using OSCAR procedures, are listed in Table C and are categorized as monthly, daily, and on-request. With the exception of the ISC Performance Summary Report

(Form E-5257-B) formats for the various reports are not specified, but the contents are specified in subsequent paragraphs.

## Performance Summary Report

**7.03** In order to help assess overall ISC effectiveness a monthly ISC Performances Summary (Form E-5257-B, Figure 2) summarizes ISC measured order activity for each company. It indicates the company's total involvement of ISC whether control or local control of particular orders is designated. All ISC services as defined in Section 010-520-100 **except the following** will be considered as ISC Measured:

- (a) Disconnect,
- (b) Official company business,
- (c) Record,
- (d) Engineering Service Order (ESO),
- (e) Audio program,
- (f) Video program,
- (g) Registers or devices used to traffic studies (when part of a service, such as CCSA, they are measured as such),
- (h) Temporary suspension,
- (i) Special exchange services (SES) negotiated by an ICO salesman for installation in another ICO.
- (j) The disconnect portion of a change (c) order.

**7.04** SSN work associated with a cutover or a major change is coordinated by an SSN Project Team. When coordination is handled in this manner, many intermediate critical dates are added to the ISC intermediate critical dates. This could cause confusion in reporting and tracking OSCAR. For example an SSN Project Team establishes and monitors PBX tests, testboard-testboard tests, switchboard-switchboard tests, NNX code tests, call through tests, etc. The confusion exists if a PTD is to be selected from the many possible choices. If the SSN Project Team deems it necessary, no report need be made to OSCAR for the ISC intermediate critical report dates (RID,

DVA). All DD performance will continue to be reported to OSCAR. The tracking function, in this case, will be a part of the SSN Project team responsibility.

**7.05** The period covered for each ISC Performance Summary Report will be from the 23rd of one month thru the 22nd of the next month. Each company will tabulate an ISC Performance Summary Report on Form E5257-B and forward to AT&T by the tenth day of the following month. Send Form E5257-B to:

American Telephone and Telegraph Company  
Supervisor of Compilation and Results  
295 N. Maple Ave., Rm. 17-5335B2  
Basking Ridge, New Jersey 07920

**7.06** The ISC Performance Summary is a management administrative report showing completion performance on CKLs due *in each Company's territory*, regardless of who issued the USO. It is not, per se, a direct report of customer service performance, although a close correlation exists between the performance of each Company on its part of a customer order and total customer service. For example, on a three-point private line order with locations in three different Companies, each Company reports whether its point is ready to be turned up for service on time. If the entire service cannot be turned up because Company B missed its point, Companies A and C still take credit for a "Completed Due Date on Time". Although the ISC Performance Summary is not an index, per se, satisfactory performance is considered to be in the 96-98 percent range.

**Note:** For this report, each CKL is considered an order.

**7.07** All measurements are based on the orders in process during the report period. Each number base, (1), (4), (6), (9), (12), (13) and (16) on Form E-5257-B will vary and not exactly correspond to one another. For example, the number of corrections (4) or number of RIDs (6) may not relate to the number of orders issued (1). All measurements involving RID, DVA, and DD are *based on the number of completed critical report dates during that report period*; not on the number of pending cases, past due or not. A DVA in jeopardy, for example, is not counted until the report period in which it is cleared or completed. Delay days are accrued and

reported in the period in which the DD was completed and reported.

**7.08** The unit of measurement in ISC is a CKL. *In all cases, with no exceptions, a CKL is considered an order.* If a USO involves more than one CKL in an Area, then that Area counts each CKL as an order. More than one station at a single CKL, however, does not affect the order count. That CKL is considered as one order. If a private line bulk order is handled, each CKL on each circuit is counted as an order by each area involved.

**7.09** If an Area ISC Team issues a USO that does not involve a CKL in that Area, the order is not included in the performance summary of that Area at all—it will be measured in the Areas with CKLs involved. All CKLs on all orders with work to be done in an Area are included regardless of whether the USO was negotiated and issued locally or from a distant ISC Team.

**Note:** For specific OCC measurements, refer to Section 010-520-124.

**7.10** Count one CKL for each switching location on services terminating in switches, eg, CCSA access lines and trunks and dial tandem circuits. On FX and WATS service both the central office and station ends are CKLs.

**Note:** CKLs for CCSA access lines and trunks cannot be considered as completed on time unless the AMA and TUR features are connected and working.

**7.11** A CKL in an IGO is counted as an order by the Area as defined in Section 010-520-111.

**7.12** The relationship of CKLs to orders is applicable to each of the measurements, (1) through (17).

**7.13** A DD is completed on time if the CKL is turned up for service by the DD or if the CKL is ready to be turned up for service by the DD, as determined by satisfactory completion, as specified in 5.24, even though the entire service may not start on time because other CKLs are not ready.

**7.14** It should be noted that missed DDs for customer reasons are not excluded from ISC

measurement. It is permissible, under the ISC Plan, for the DD to be changed for customer reasons, as authorized by Marketing, on a correction order from information received from field or central office installation forces. When this procedure is followed, each DD represents a customer selected date and the performance summary will more accurately reflect customer satisfaction. The effect of a changed DD is not lost. It is measured under the correction orders issued portion of the performance summary.

**7.15** The monthly performance summary is a view of a particular month's performance and tabulates the information on data, nondata, and total (data plus nondata), as follows:

#### **ORDERS ISSUED**

- (1) **Total**—Total number of orders (CKLs) that the reporting company handled for the report period.
- (2) **No. on Time**—Number of orders (CKLs) that were issued on or before the specified SID.
- (3) **% on Time**—Percent of orders (CKLs) issued on or before SID. Line 2 divided by Line 1 times 100.

#### **CORRECTION ORDERS ISSUED**

- (4) **Number**—Total number of corrections (by CKL affected) issued for the report period.
- (5) **% of Orders Issued**—Percent of corrections (by CKL) issued based on total orders (CKLs) issued. Line 4 divided by Line 1 times 100.

#### **RECORD ISSUE DATES COMPLETED**

- (6) **Total**—Total number of RID functions (by CKL) completed in the report period.
- (7) **No. on Time**—Number of RID functions (by CKL) completed on time.
- (8) **% on Time**—Percent of RID functions (by CKL) completed on time. Line 7 divided by Line 6 times 100.

#### **DESIGNED, VERIFIED AND ASSIGNED DUE DATES COMPLETED**

- (9) **Total**—Total number of DVA functions (by CKL) completed in the report period.
- (10) **No. on Time**—Number of DVA functions (by CKL) completed on time.
- (11) **% on Time**—Percent of DVA functions (by CKL) completed on time. Line 10 divided by Line 9 times 100.

#### **DUE DATES COMPLETED**

- (12) **Total**—Total number of due dates (by CKL) completed in the report period.
- (13) **No. on Time**—Number of due dates (by CKL) completed on time.
- (14) **% on Time**—Percent of due dates (CKL) completed on time. Line 13 divided by Line 12 times 100.
- (15) **No. Missed**—Number of due dates not completed on time (by CKL). Line 12 minus Line 13.

#### **AVERAGE DELAY DAYS**

- (16) **Total**—Total delay days (in working days) in starting service of all DDs reported missed during report period. The actual completion day will not be counted as a day missed.
- (17) **Per Due Date Missed**—Average number of delay days (working days) per due date missed. Line 16 divided by Line 15.

**7.16** There is a basic analytical content in the performance summary report. Additional analytical content may be obtained by use of jeopardy codes as suggested in 2.02(d). It should be clear to users and recipients of this report that a low percent of RID on time is not necessarily indicative of Engineering performance. Likewise, a low percent DVA on time and a low percent of DD completed on time is not necessarily indicative of Plant performance. Conversely, a high percentage of DD completions on time may be an indication of expensive crisis management in order to meet customer due dates. Trending the information over a period of several report periods will be

more indicative and meaningful than an individual report period.

7.17 Form E5257-B may be used to furnish a performance summary for each District and Division within an operating Area.

#### Functions Due Tomorrow Report

7.18 A daily report will be furnished each involved RRO which lists all service orders with functions due tomorrow. Distribution will be prior to the start of each workday and will include all orders issued the previous day. It will contain the following information in sequence:

- (a) Order number (including latest correction),
- (b) Circuit ID,
- (c) Customer name, and
- (d) Function due (AD, RID, DVA, and DD).

**Note:** Although AD and PTD do not require a positive report in these procedures, they are still critical dates to be met when specified on the USO and therefore are provided in this report.

#### Jeopardy Report

7.19 A daily report listing of all service orders with a critical report date in jeopardy will be furnished each involved RRO. Distribution will be prior to the start of each working day and will include manually posted jeopardies as well as indicate lack of positive reported completions the previous day. The content will include the current date, date of function due and will segregate new and old jeopardies. Each jeopardy listing will show the following information in sequence:

- (a) Order number (including latest correction),
- (b) Circuit ID,
- (c) Customer name,
- (d) Function in jeopardy (SID, RID, DVA, DD),
- (e) Scheduled critical report date, and
- (f) Due Date.

#### Completions Reported Yesterday

7.20 A daily report listing all orders reported completed yesterday will be furnished to each involved RRO requiring it. Distribution will be made prior to the start of each workday and will include all orders reported completed the previous day. The "Completions Reported Yesterday" report will contain the current date and the following information in sequence:

- (a) Order number (including latest correction),
- (b) Circuit ID,
- (c) Customer name,
- (d) Scheduled due date,
- (e) Actual completion date, and
- (f) Number of delay days.

**Note:** Use of this report should allow all departments involved to purge their files.

#### Cancellations Received Yesterday

7.21 A daily report listing all cancellation orders received yesterday will be furnished each involved RRO. Distribution will be made prior to the start of each workday and will include all cancellations reported the previous day. The daily "Cancellations Received Yesterday" report will contain the current date and the following information in sequence:

- (a) Order number (including latest correction),
- (b) Date correction was issued.

#### Individual Order Status Report

7.22 Each involved RRO will have the capability of receiving a current status of all scheduled dates for any individual service order upon request. The "Individual Order Status" report will contain the current date and the following information in sequence:

- (a) Order number (including latest correction),
- (b) Circuit ID,

- (c) Customer name, and
- (d) Current status of scheduled dates by CKL and RRO (RID, DVA and DD).

#### Orders Issued Report

7.23 Each involved RRO will have the capability of receiving upon request a current list of service orders issued by control character and date. The "Orders Issued" report will contain the current date and the following information in sequence:

- (a) Date(s) requested,
- (b) All order numbers (including latest correction) in numerical sequence,
- (c) Circuit ID,
- (d) Scheduled critical dates (APP, SID, AD, RID, DVA, PTD, and DD),
- (e) CKLs, and

- (f) RROs.

#### Future Work Functions Report

7.24 Each involved RRO will have the capability of receiving upon request a list of future work functions due for specified dates. It is suggested that this request would be for more than a total of five consecutive dates. The "Future Work Functions" report will contain the current date and the following information in sequence:

- (a) Order number,
- (b) Circuit ID,
- (c) CKL,
- (d) RRO/PCO, and
- (a) Scheduled dates (RID, DVA, PTD, and DD) in chronological sequence.

ATTACHMENT 1

MISSED FUNCTION AND JEOPARDY CODES

DEPARTMENT/WORK GROUP

RESPONSIBILITY FOR MISSED FUNCTION

A—Other Bell Operating Telephone Company  
 B—Design Bureau (Circuit Provision Bureau)  
 C—Customer  
 D—Independent Telephone Company  
 E—Engineering  
 F—Outside Plant Engineering  
 G—Business Office  
 H—Trunk Assignment  
 L—Plant—Customer Facilities (I&R)  
 M—Marketing/Sales  
 N—Network Administration  
 P—PBX/CTX/STA Engineering  
 R—Bell Independent Relations  
 S—Business Services (Customer Instruction)  
 T—Plant—Network (includes CO)  
 U—Other or unknown  
 W—Western Electric

REASON FOR MISSED FUNCTION

01—Change in original order due to customer  
 02—Customer not ready  
 03—No access  
 04—Other customer reasons  
 10—Incorrect or incomplete order  
 11—Improper due date negotiations  
 12—Late issuance of order

13—Incorrect distribution of order  
 14—DTF/AVO order with no firm DD prior to DVA  
 15—No PBX reservation

20—Incorrect or incomplete engineering information  
 21—Late engineering information  
 22—Unable to meet design limits  
 23—Assignments late

30—Central office equipment not available  
 31—Equipment late or unavailable  
 32—Defective equipment  
 33—Late requisition of equipment  
 34—Plug-in equipment late or unavailable

40—Interoffice facilities not available  
 41—Loop facilities not available

50—Unable to meet design limits  
 51—Incorrect installation  
 52—Installation completed late  
 53—Circuit Control Office responsibility breakdown  
 54—Related order not completed  
 55—Work load

60—Other  
 61—No report received  
 62—Distribution system failure  
 63—Customer instruction omitted

90/99—(Reserved for OTC use.)

TABLE A

## ISC PERFORMANCE SUMMARY DATA

| RESPONSIBILITY DEPT/<br>WORK GROUP |        | TOTAL<br>MISSED (CKLa) | % OF TOTAL<br>MISSES |
|------------------------------------|--------|------------------------|----------------------|
| 1.                                 | L      | 58                     | 29                   |
| 2.                                 | B      | 30                     | 15                   |
| 3                                  | M      | 26                     | 13                   |
| 4.                                 | W      | 24                     | 12                   |
| 5.                                 | A      | 24                     | 12                   |
| 6.                                 | T      | 20                     | 10                   |
| 7.                                 | -      | -                      | -                    |
| 8.                                 | -      | -                      | -                    |
| 9.                                 | -      | -                      | -                    |
| 10.                                | OTHER  | 18                     | 9                    |
|                                    | TOTALS | 200                    | 100                  |

Table A

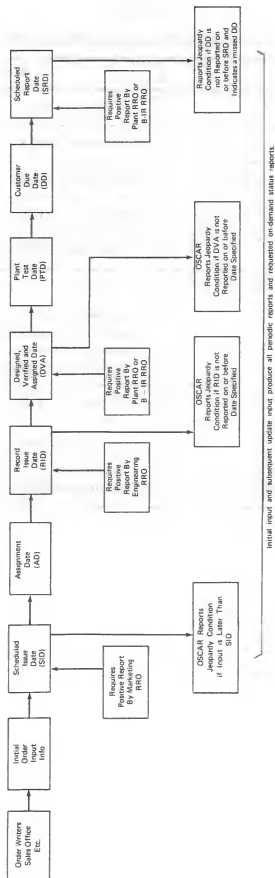


Fig. 1—Basic Flow Diagram



## ISC PERFORMANCE SUMMARY

E-5257B

COMPANY \_\_\_\_\_

REPORT PERIOD \_\_\_\_\_ 19\_\_\_\_

|                                                        | DATA<br>(A) | NON-DATA<br>(B) | TOTAL<br>(A) + (B) = (C) |
|--------------------------------------------------------|-------------|-----------------|--------------------------|
| ORDERS ISSUED (CKLS)                                   |             |                 |                          |
| 1 — TOTAL                                              |             |                 | 1                        |
| 2 — NO. ON TIME                                        |             |                 | 2                        |
| 3 — % ON TIME (2÷1) x 100                              |             |                 | 3                        |
| CORRECTION ORDERS ISSUED (CKLS)                        |             |                 |                          |
| 4 — NUMBER                                             |             |                 | 4                        |
| 5 — % ORDERS ISSUED (4÷1) x 100                        |             |                 | 5                        |
| RECORD ISSUE DATES COMPLETED (CKLS)                    |             |                 |                          |
| 6 — TOTAL                                              |             |                 | 6                        |
| 7 — NO. ON TIME                                        |             |                 | 7                        |
| 8 — % ON TIME (7÷6) x 100                              |             |                 | 8                        |
| DESIGNED VERIFIED & ASSIGNED DATES<br>COMPLETED (CKLS) |             |                 |                          |
| 9 — TOTAL                                              |             |                 | 9                        |
| 10 — NO. ON TIME                                       |             |                 | 10                       |
| 11 — % ON TIME (10÷9) x 100                            |             |                 | 11                       |
| DUE DATES COMPLETED (CKLS)                             |             |                 |                          |
| 12 — TOTAL                                             |             |                 | 12                       |
| 13 — NO. ON TIME                                       |             |                 | 13                       |
| 14 — % ON TIME (13÷12) x 100                           |             |                 | 14                       |
| 15 — NO. MISSED (12-13)                                |             |                 | 15                       |
| AVERAGE DELAY DAYS                                     |             |                 |                          |
| 16 — TOTAL                                             |             |                 | 16                       |
| 17 — PER DUE DATE MISSED (16÷15)                       |             |                 | 17                       |

| RESPONSIBLE DEPT./WORK GROUP | TOTAL<br>MISSED (CKLS) | % OF TOTAL<br>MISSES |
|------------------------------|------------------------|----------------------|
| 1                            |                        |                      |
| 2                            |                        |                      |
| 3                            |                        |                      |
| 4                            |                        |                      |
| 5                            |                        |                      |
| 6                            |                        |                      |
| 7                            |                        |                      |
| 8                            |                        |                      |
| 9                            |                        |                      |
| 10                           |                        |                      |
| TOTALS (FROM LINE 15)        |                        | 100                  |

Prepared By \_\_\_\_\_

Reviewed By \_\_\_\_\_

(Name and Telephone No.)

Fig. 2—ISC Performance Summary

